

**Sworn Statement of Sarah Dorismar - August 27, 2022**

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1                   So he's like you're setting us up to fail  
2 in the long run because you're telling me I have to  
3 give all of my resources and my crews for roof, but  
4 then you're just giving me a bigger and bigger and  
5 bigger and bigger backlog of my electrical because your  
6 focus is on glass on the roof because that's when the  
7 money comes in.

8                   So if you look at it, if I'm installing 40  
9 a week on roof but can only do 20 a week on electrical,  
10 that's 20 every single week. And after four or five  
11 weeks, how many is that that you can't even get to.  
12 Right? So, one, that slows us -- that takes us away  
13 from more time out of our 120 days. Two, it's creating  
14 very mad customers because they're like, well, they  
15 came out three days after we bought it and installed  
16 the panels, but I haven't heard anything for three  
17 weeks to get my system finished installed. So I'd say  
18 you've heard a lot of things like that. Right?

19                   So -- and it was just blatantly obvious  
20 that they only -- I don't want to say "they" -- Craig  
21 mainly only cared about the milestones and the  
22 departments that affected the money. Sales affected  
23 the money. We have to sell. We have to make sure that  
24 we're getting our numbers. The finance department was  
25 affecting the money. My other department admin was

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1       affecting the money because if it slowed down in my  
2       department, it couldn't get to install. Right? So  
3       that was the affecting the money. So he was hot in all  
4       three of these departments, but it was like they could  
5       care less -- once it got glass on the roof, they could  
6       care less about everything else until --

7       Q.            What I was trying to figure out is what  
8       did they do then? So, like, you're saying Mosaic  
9       wouldn't take the pictures without the picture of  
10       the inverter. Did Mosaic just start letting some of  
11       those pictures go through? How did you process  
12       those?

13      A.            So the lovely thing about Mosaic is if  
14       you have a really good customer and they bring you a  
15       lot of business, they will change their -- they will  
16       change their requirements depending on the tier that  
17       you're in. So shortly after we split, we -- because  
18       we were giving them so much business, it went from  
19       uploading a picture to just clicking a button that  
20       says we're done. So all we had to do was say on the  
21       portal project complete and they didn't have to  
22       verify through a picture or anything, because we had  
23       reached a milestone of how much money and business  
24       we were bringing them.

25                   So after I had the conversation with Sarah

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1 Kirkland, when I said I would not be uploading  
2 pictures, that was just -- I mean, I can't upload  
3 pictures that I don't have pictures for. So we either  
4 need to change it to waiting until everything is  
5 complete to put up the pictures because that's  
6 ethically what is required of us. Then I'm not going  
7 to do that. Right?

8 Probably not even a week later, Mosaic --  
9 they must have been in conversations with Mosaic to say  
10 we have been a loyal customer to you. We've brought  
11 over X million dollars a month revenue for you and this  
12 that and the third. They had very long back-and-forth  
13 meetings with Mosaic where they approved it.

14 Because we had heard that that is one of  
15 their tiers is to where you just push the button to say  
16 project complete. So -- and because when I was on the  
17 phone with one of the associates with Mosaic and I  
18 asked them what they considered project complete -- I  
19 said, "Do you consider project complete to be glass on  
20 the roof?" And that person said yes. So when we went  
21 to moving to just clicking the button that said  
22 "project complete," it was glass on roof and off to the  
23 races they went. It's just became worse and worse and  
24 worse after that.

25 MR. KEEN: It didn't matter if the

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1 system worked or not or if it was operational --

2 THE WITNESS: Yeah.

3 MR. KEEN: -- Mosaic was paying Titan  
4 and once Titan got paid, they were on to the next  
5 customer?

6 THE WITNESS: Well, I wouldn't say  
7 they were on to the next customer, but they were on to  
8 the next -- they were on to the next panel install.  
9 But I say -- there's a department that handles  
10 inspections. Right? Pulling the permits and notifying  
11 the inspector and all of that. But they didn't have  
12 structure in that department, and they were getting so  
13 far behind in this distance between the glass on the  
14 roof and when the electrical aspects of the system were  
15 being installed, that, one, they were creating a huge  
16 backlog there.

17 And then when it finally got to the  
18 inspection crew or team or the permitting team, like,  
19 those customers were already furious, because they had  
20 already had their glass on the roof done. Which a lot  
21 of times if we can flip them really fast they can get  
22 out there within four or five days of when they  
23 purchased, and then sat there for weeks, if not months  
24 before their electrical portion was ever installed.  
25 Sometimes if they lucked out to where they got through

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1 pretty quickly, but most of the time -- the majority of  
2 the time there was a huge gap.

3 And then -- so they were already mad  
4 about the gap, and then it got onto the desk of the  
5 permitting admins where they already had a backlog of  
6 40, 50, or a 100 deep and then they're getting their  
7 new ones on there, that they are dealing with these  
8 customers that are yelling and screaming that they've  
9 been dealing with for weeks now, and now they're  
10 getting customers that are mad because they've already  
11 been delayed with the previous department.

12 So it was like I wouldn't have worked  
13 in that department if you paid me a million dollars  
14 just because of all the problems and drama that they  
15 had to deal with. But the customers were rightly  
16 upset, you know, but like they were hanging on -- they  
17 are hanging on by a thread. Right? So they're just  
18 reassuring them that they're working as best as they  
19 can to get those done.

20 But they weren't given enough  
21 training. They were growing so fast as a company that  
22 they weren't taking any of those things into  
23 consideration even though several managers were  
24 expressing to them the importance of getting those  
25 processes in place to where as you grow -- like, we

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1 were in Tennessee and Kentucky when I first started.  
2 Right? There was a backlog in Kentucky when I started  
3 due to the processes that they had in place that  
4 just -- there just wasn't good processes in place for  
5 that whole side of things.

6 So grow and grow and grow and never  
7 change the process, never finalize, never fine tweak  
8 things, grow and grow and grow, build a backlog, a  
9 backlog, a backlog, frustrated customer after  
10 frustrated customer, and then let's go to Georgia.

11 Sounds great. Right? And then let's go to Alabama.  
12 Wonderful.

13 It's like -- I kept saying we have to  
14 get this organized. We have to make this better, and  
15 it was stay in your lane, Sarah. Stay in your lane,  
16 Sarah. It was like you obviously see -- and I'm not  
17 tooting my own horn, but you obviously see that I took  
18 a department that wasn't even a department and I  
19 created policies and procedures to where we can get  
20 them in and get them out in less than three days. Even  
21 though I don't agree we should do that because -- I  
22 even had -- I even had it mapped out for them to say  
23 when we start it, if the purchase was here, we would  
24 process it on this day. If the purchase was here, we  
25 process it on this date.

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1 So just for those three days would be  
2 the only time that there wouldn't be cash flow coming  
3 in from a sale, but after that we had that backlog of  
4 the three days. We hit them and hit them and hit them.  
5 That way, one, we don't have to have an admin come in  
6 at 7:00 in the morning to get them done first thing,  
7 because it's three days later and it -- you know, it  
8 doesn't matter. Right?

25 But it's like you couldn't wait until

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1 Monday morning for us to do the weekend installs? It's  
2 like you're that strapped for cash? I don't think so.

3 You know, like, we were selling easily 200-, \$300,000  
4 worth of systems every single day. Every single day.  
5 So it's like you could take Saturday and Sunday off,  
6 but no, no, no, no. She had to work -- she clocked  
7 in -- sometimes I did it, but no. When I went salary,  
8 I was like no, I'm not working on the weekends. Sorry.

9 So she would clock in at like 8:00,  
10 9:00 on Sunday -- on Saturday and Sunday for a few  
11 hours and then 8:00, 9:00 on those nights again to put  
12 in the installations that happened over the weekend.  
13 Ridiculous.

14 So -- but when we were moving forward  
15 and, you know, growing and expanding, and I made the  
16 comment that we need to split pre -- the pre-admin  
17 stuff and the post admin stuff to -- we called -- I  
18 think they ended up calling it interconnection and  
19 utility admins and then permitting. Right?

20 So we were told to push them as fast  
21 as we could through our process. So through finance  
22 and through -- and through admin or utility admin to  
23 get them to scheduling. Right? So what the process  
24 was -- because we handled everything with the utility  
25 companies. We got them cleared through finance on the

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1 finance. Right? And then we sent them on to admin.  
2 We handled everything from the utility companies to the  
3 HOAs. Right? And once we got those, we notified both  
4 of them and got the approvals that were required, we  
5 sent them on. Right? And we had our minimum of 40 a  
6 week that we had to send.

7 So our process -- so because I  
8 couldn't -- stay in your lane. Right? And I couldn't  
9 go into the other departments to make sure they're  
10 doing their job. We -- I put processes in place to  
11 cover my department if something ever happened. Right?  
12 So we were using -- they used Sales Force. So each --  
13 when a sale happens and it's marked "sold," a project  
14 is created and there's different chevrons across the  
15 top of the screen in the platform. So it went to  
16 finance approval and then it went to admin and then it  
17 went to scheduling and then it went to permitting.  
18 Right?

19 So the moment that it became a sale,  
20 there were different tasks that were created that had  
21 to be complete before you could move it to the next one  
22 supposedly. Right? So finance had to upload documents  
23 into the finance portal. We had to do the welcome call  
24 with the customer to welcome them to Solar Titan family  
25 and to just kind of go over this is what our process is

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1 in the finance department. We've been working with the  
2 finance company. All the things. Right?

3 We did that, and then engineering was  
4 created a task to make the engineering plans. Right?  
5 So once we got -- and then finance approval. So we did  
6 all of our things that we had to do. Engineering was  
7 tasked to do the plans. And then once we got the final  
8 go ahead from the finance company we cleared all the  
9 tasks on our side and put any of the notes that we  
10 needed to put in and even put the date that finance had  
11 approved it in Sales Force under that customer.

12 And then we moved it to the next  
13 chevron, which was admin, which was also my department.  
14 So at that time the generated tasks were that we  
15 contact the utility companies and contact the HOA, if  
16 it was -- if they had one. And then once we had the  
17 approval or we -- so some required approval and then  
18 some just required us to submit everything to them.  
19 Right? And then we had -- we had accounts for all of  
20 the utility companies and like all of their different  
21 requirements in Sales Force to where we would just go  
22 there, see what they required, get their application,  
23 fill it out, and submit it. Right?

24 So once we did all that, we had the  
25 same things for our HOAs, but the moment -- the moment

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1 that we in admin received the file from finance, we  
2 created a task for the permitting -- the permitting  
3 department to pull the electrical permit and pull the  
4 building permits because some -- some utilities --  
5 sorry -- some cities and counties required building  
6 permits and some didn't. So we always assigned them  
7 both tasks and then they would look at the -- they  
8 would look at the county or city and either mark off  
9 that they didn't require a building or they knew that  
10 they need to do it and they told both. Right?

11 So the issue that I found out was  
12 happening was they were pushing, pushing, pushing,  
13 pushing, pushing for us to send as fast as we could to  
14 scheduling. And some days scheduling would get our  
15 file and schedule it for the next day. Right? So it's  
16 not my job to make sure scheduling is doing their job  
17 thorough enough to make sure that the permits are  
18 actually pulled. Right?

19 So I did my job. I did everything  
20 that I'm supposed to do. My departments assigned tasks  
21 to the other departments to do their job. Whether or  
22 not they were doing that, I don't know. Right? I just  
23 did what my departments were supposed to do.

24 Well, come to find out -- well, there  
25 was one time when a customer -- we did it so fast --

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1 and this is another reason that I told them we need to  
2 wait until after the third day before we ever touch  
3 this file, because we got it, we processed it in both  
4 finance and admin, and installed them on the third day.  
5 On the third day. They were fully in -- well, the  
6 glass on the roof. Right?

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1 | Insane.

2 So I got to thinking, hum, if it went  
3 by that fast, were the permits even pulled. Right? So  
4 I thought if it's going by so fast because they're  
5 wanting us to process it this fast and getting it  
6 installed this fast, how many times -- and I know the  
7 backlog and I know they are chaotic over there, are  
8 they pulling -- are they pulling these permits before  
9 they're installing? And I asked the manager of this  
10 service -- of the scheduling department -- I said are  
11 you required -- like, in your processes, are you  
12 looking to see if those tasks that my department is  
13 setting up for permitting are checked off and that  
14 they're uploaded, like the permits are actually  
15 uploaded into Sales Force before you're scheduled?

16 And she is like no. I said so you --  
17 and then come to find out they were installing because  
18 they want to get glass on the roof so fast because they  
19 want to get that money that -- that they wanted to do  
20 it so quickly that they weren't getting those permits  
21 pulled and they were installing them, and then it was  
22 coming back. And I don't know if Sarah was unaware, if  
23 Craig was unaware, or if it was just they were told do  
24 as fast as they could, and everyone just assumed that  
25 the permits were getting pulled on time. I don't know,

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1 but they weren't getting pulled.

2 So I suggested we split and create

3 another chevron to where it goes from me -- my  
4 department in admin to permitting and it sits in  
5 permitting, so we still task them to do it when we get  
6 it so there's no delay in when it happens. Right? But  
7 then -- so like when we are finished with our process,  
8 it gets to the permitting process to where they've  
9 already pulled it and we have it and they just move it  
10 on or there's things that's happened to where they  
11 can't pull it yet due to licensing or due to issues  
12 with that county or whatever reason it might be and  
13 it's staying in their queue until they get it. Right?

14 And they didn't like that idea at  
15 first and then they didn't -- they were fighting me on  
16 it. They were like, well, it's just going to  
17 bottleneck and it's just going to do this. I said  
18 whether or not it bottlenecks, it still needs to be  
19 pulled before we install it. So whether it sits in  
20 scheduling's queue versus permitting's queue, it needs  
21 to sit somewhere because we don't need to be installing  
22 it before the permits are pulled. Right? And they're  
23 like, well, yeah, that's true. I was like why have it  
24 sit in the department that like -- it shouldn't sit in  
25 scheduling because it shouldn't even be in scheduling

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1 until it can be scheduled. So they were like, okay,  
2 yeah, that makes sense. Um, yeah.

3 So they created a new chevron, and,  
4 again, that became that department and then -- so they  
5 split permitting into -- permitting to where they  
6 handle pulling the permits, and then it went to  
7 scheduling and then it went to inspections. So that  
8 department actually split again to where I mentioned  
9 before splitting admin into pre-install and post  
10 install. So that was split, and then they split the  
11 permitting department into pre-install and post  
12 install, because of how backlogged they were. So they  
13 had some people working on pulling the permits and then  
14 sending them off to being scheduled, and then they have  
15 other admins working on once it's been scheduled --  
16 once it's been installed -- fully installed start to  
17 finish, both crews, they reach out to the inspector and  
18 they pull -- they notify them, do the inspection, and  
19 then deal with passes and fails and the sort. Right?

20 So they couldn't ever keep people in  
21 that department because of how chaotic, as you can  
22 imagine it was, and then they added in Georgia and then  
23 they added in Alabama and that just created more and  
24 more and more frustration and more frustrated customers  
25 because of all the different requirements there.

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1 Sorry. I feel like I've talked my  
2 head off. But yeah. There's -- I could say that a lot  
3 of the complaints that the customers have given, a lot  
4 of it can be said for how fast the company grew, one,  
5 and how just the nature of the beast of the industry,  
6 two, and new employees. It's a new industry, so the  
7 training and things like that. A lot of turnover  
8 because of frustrated employees because of the lack of  
9 structure due to -- and, you know, at first I was  
10 thinking, you know, it's just due to not having the  
11 resources to do it or having the time to do it, but,  
12 honestly, they could have set up the back end of  
13 operations when it was small when several people were  
14 suggesting it to happen, myself, D2. And even Russ got  
15 fired, for goodness sake, because he saw the issues and  
16 brought it up so many times.

17 So they were -- they were -- they knew  
18 that there was issues, but they didn't find it a  
19 priority to fix until they started getting millions of  
20 dollars taken out of their account. And I don't want  
21 to say it was ever too late, but when I -- like you've  
22 already dug your hole of \$4 million deep and it's  
23 kind of -- it's going to take a lot of time and a lot  
24 of resources and a lot of structure to fix it.

25 And, again, I was told stay in your

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1 lane. That isn't my department. That isn't my -- you  
2 know, that was Dale's area and that's his thing. He  
3 did not like the fact that I had ideas of how he could  
4 improve his department. He didn't like that at all.

5 So they -- Sarah would always tell me  
6 about how they have this lined up and how they're going  
7 to do this and that and how it's going to get better  
8 and it's going to get better, and I clung onto that for  
9 so long because I respected Sarah. I grew a lot --  
10 like, I was invested in this company. Like, I started  
11 and I was admin number three, and I grew -- I grew with  
12 the company and got to a management position. So I was  
13 invested two years. Right? So I saw a glimmer of  
14 hope, and I clung to it. And it just exploded with  
15 more horribleness on the back end. Right? I don't  
16 know.

17 It's a lot because there's a lot of  
18 good people that work there that really tried to do  
19 their best for the customers and for the company, but a  
20 lot of times their hands are tied on what they can do.  
21 Like, I wanted to so bad change the policies to benefit  
22 the company and the customer, but more -- I mean, even  
23 more so the company because they're hemorrhaging money,  
24 but they wouldn't let me do it. So it's like there's  
25 people there that really care about both the company

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1 and the customers, but their hands are being tied and  
2 they can't do it.

3 So, I mean, I don't know if that -- if  
4 that's the information that you wanted or needed or if  
5 you have any other questions or ...

6 BY MS. DANIELS-HILL:

7 Q. I was going to say I did have a couple  
8 of follow-up. You mentioned quite a lot about Sarah  
9 Kirkland, quite a lot about Craig Kelley. You  
10 mentioned there was another owner. I think you said  
11 his name was Michael, but you haven't really brought  
12 him up since. Is Michael his legal name?

13 A. So Michael -- what is his last name?  
14 Michael -- oh, shoot -- Atnip. Michael Atnip. No.  
15 Yes. Anyway, he and Craig are -- I don't know if  
16 they're married, but they're a couple. And so he  
17 was never really in the office. Like, I saw him  
18 more when -- sorry. I had another text message. I  
19 apologize.

20 So I saw him more when we were smaller. He  
21 would come into the office every once in a while, but  
22 he -- he was more behind the scenes. He didn't really  
23 do a whole lot day to day in the office. It was mostly  
24 Craig and Sarah.

25 Q. When it grew, did Mr. Atnip just not

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1 come in at all?

2 A. He -- I saw him every once in a while,  
3 but it was more so just picking up Craig to go to  
4 lunch or something like that but never really in the  
5 office to, like, see how we were doing or go over  
6 any policies or, you know, questions about the job  
7 or anything like that. It was more just to pick up  
8 Craig.

9 Q. And then we have heard some things  
10 about, like, the two of them building wealth, and  
11 I'm not sure if you're knowledgeable about any of  
12 that, but my understanding is that he purchased a  
13 pretty expensive -- or they purchased a pretty  
14 expensive home and they invited a bunch of employees  
15 to some kind of summer barbecue. Did you actually  
16 go to that at all?

17 A. I did not, no. I don't think that Craig  
18 really liked me too much just because I was very  
19 opinionated on things that I didn't feel like was  
20 good practices. So -- but I did hear -- and, again,  
21 rumor, gossip, you know. They had -- well, there  
22 was two Teslas that other employees used. They each  
23 had a Tesla, and I think they had, like, four or  
24 five Teslas, and they're not cheap cars.

25 And then I heard that they bought two homes

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1 actually, a new home in Knoxville and then a vacation  
2 home that were both over a million dollars cash that --

3 I was told that they bought them both cash, over a  
4 million dollar homes.

5 MR. KEEN: Cash?

6 THE WITNESS: Cash.

7 MR. KEEN: Like no financing at all?

8 THE WITNESS: Cash. He told me -- he  
9 even told me he never finances anything because of  
10 interest charges. Like, why people finance things is  
11 beyond him, but he doesn't do anything financing. So  
12 "anywho." But us people in the real word have to  
13 finance things.

14 But whether or not it's true -- I  
15 mean, I know that they bought a house in -- they bought  
16 a new house in Knoxville, and then I know that they  
17 vacation a lot in Florida and that they have a house  
18 down there. Whether or not they bought it cash and the  
19 price of the house -- I was just told that they were  
20 over a million dollars. So ...

21 MR. KEEN: Is that the house that's on  
22 Cools Bend -- the 3144 Cools Bend?

23 THE WITNESS: No.

24 MR. KEEN: But the people in the  
25 office were talking about it?

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1 THE WITNESS: Yes. Yeah. And Dale  
2 did once mention to me that he has been to Craig's  
3 house several times for barbecues. I guess just --  
4 Dale didn't like me very much, and he made it obvious  
5 he didn't like me very much. One of the reasons that I  
6 quit is because he walked past my office and flipped me  
7 off while I had someone in my office with me and just  
8 laughed about it. And so -- and I knew that nothing  
9 would ever happen, so I never went to HR about it.

10 And I even told Sarah K. -- I said  
11 that's one of the reasons why I'm leaving is because I  
12 feel like my departments are being held under a  
13 microscope because they affect the money in the long  
14 run, like finance and getting them to install. But  
15 then Dale's departments that have the most issues and  
16 the most problems, no structure whatsoever, constant  
17 turnover.

18 And like I had -- I think I had  
19 over -- I think I had 30 in my -- maybe 20 in finance,  
20 30 in admin between the four states' accounts, like  
21 projects, in my two departments where permitting and --  
22 permitting had over 100 and then inspections had over  
23 300 when I left. And it's like obviously there is  
24 proof in the numbers that structure and policies work,  
25 because my departments were flawless. Like, yes, we

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1 had things that snagged us along the route to not get  
2 them pushed through as quickly as they would like.

3 But we had a process for everything.

4 And constantly being told stay in your lane, stay in  
5 your lane, stay in your lane, when other departments  
6 needed assistance and needed help to make the company  
7 as a whole better and in the long run save more  
8 money -- like, I don't -- I never -- and that's what I  
9 told her. I said, I don't understand why as a company  
10 you're not wanting to get better. And, like, there's  
11 certain people that if you're in the in, they could do  
12 whatever they wanted. Obviously flip off other  
13 managers and not get in trouble for it and do whatever  
14 they wanted, speak to people however they wanted to,  
15 speak to customers, speak to employees however they  
16 wanted, and come in when they wanted, leave when they  
17 wanted, all of that if you're within the in group.

18 Right?

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1 place to even make our customers -- our processes for  
2 Tennessee and Kentucky better and then they're wanting  
3 to go into Georgia and Alabama, and they did. Right?

4 And so the front end was perfect. The  
5 front end was fine. So he did mention to me that he  
6 was invited several times to barbecues at Craig's  
7 house, and I guess just to make it a point that I was  
8 never invited. And I'm like it's not going to hurt my  
9 feelings, friend, that you were invited and I wasn't.

10 BY MS. DANIELS-HILL:

11 Q. You brought up the refusals a few  
12 time -- the refusals list, but I don't think you  
13 described what that process looks like. What  
14 happens with the people that are past three days  
15 when they ask to cancel?

16 A. So I was told that they had one of three  
17 options. They can refuse and continue to get a bill  
18 from Mosaic and not have anything on their property.  
19 They can pay 30 percent of their costs and get out  
20 of the contract or they can move forward. Those are  
21 their options.

22 Q. So for the people who refused to have it  
23 installed, what -- how could they have a bill from  
24 Mosaic because Mosaic wouldn't have paid anything to  
25 Solar Titan?

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1 A. They paid the first installment, because  
2 the first milestone was met.

3 Q. Right. But then the other half wouldn't  
4 have been paid out because nothing was actually  
5 installed. So what was the customer paying for,  
6 just that initial month that was financed or like  
7 the entire loan?

8 A. They would have paid for the entire  
9 loan, but that's a Mosaic thing. That's not an us  
10 thing -- I mean, that's not a them thing. So Mosaic  
11 would continue to charge the customer monthly  
12 because they had an open -- they had an open loan  
13 because we weren't to tell Mosaic that they  
14 canceled. We were to tell Mosaic that we were still  
15 working with them to -- they had questions and we  
16 were still working with them to move forward with  
17 the project if they ever asked.

18 Q. What would they do -- because they would  
19 never get the install pictures -- I guess the  
20 button -- it changed to a button but the button  
21 wasn't being pushed to say the install was done. So  
22 let's say it's a \$70,000 sale. That might be a lot;  
23 that might not be. And they -- and maybe they front  
24 the amount of costs for installation to Solar Titan,  
25 but then Solar Titan is not actually using that

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1 money for an installation. So, like, what is the  
2 customer paying back for, I guess?

3 A. They have -- they are in a loan with  
4 Mosaic. That's between them and Mosaic.

5 So -- but that was one of the things that I  
6 brought up a lot, is what's happening to that money  
7 because we have a whole drawer full of customers that  
8 are refusals. And they told me that -- so Sunlight at  
9 any time they contacted them to cancel, they let them  
10 out of the contract, no matter what. That was  
11 Sunlight.

12 We have had fully installed, fully operated  
13 customers calling to cancel, and Sunlight took the  
14 money back from us and they have -- they have a  
15 functioning system that's working perfectly. That was  
16 just Sunlight.

17 Mosaic on the other hand was three -- after  
18 the three days they're in a legal binding contract and  
19 they are in a loan. Right? So they -- and so I was  
20 like what's going to happen -- like, did the sales reps  
21 get paid part of their commission on this? Did --  
22 like, what's happening with this money. Obviously, I  
23 was never told that. But those were questions that  
24 sales reps would come to me about. Like, when am I  
25 going to get the last bit of this money? I'm like

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1 you're not. I don't know. Go talk to payroll. But,  
2 like, we're not getting paid any further on this  
3 because the customer is not moving forward. So I don't  
4 know about your pay on this. But there has been money  
5 given to the company for this loan. So, in my opinion,  
6 you should get some sort of something. I don't know,  
7 but that's between you -- that's between your manager  
8 and that's between payroll. I have no idea how and  
9 when you guys get paid.

10 And then when I was leaving -- so from my  
11 understanding, Sarah Kirkland was under the impression  
12 that they would just get billed and that they weren't  
13 going to cancel it out. Well, towards the end of me --  
14 of my tenure with them, I was getting a lot of  
15 questions from Mosaic as to why these customers haven't  
16 reached the second milestone yet. And so I'm like I  
17 don't know what to tell them, and I would say that they  
18 tried to cancel outside of their three days, and  
19 they're currently not wanting to move forward with  
20 their project, but we're working with them to answer  
21 any questions that they might have and X, Y, and Z to  
22 get them to move forward to install. And once they are  
23 ready to move forward, we will notify you. And once  
24 they're installed, we'll let them know. Right?

25 So that -- that answer sufficed for a long

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1 time, and then I remember the last call -- one of the  
2 last calls that I had from Mosaic -- I can't remember  
3 the customer exactly, but they -- it had gone over a  
4 certain amount of time, and they were like, this  
5 customer hasn't reached the milestone in a long time.  
6 Like, can you tell me exactly what's happening? And at  
7 that point I was like I'm not trying to hide anything.

8 You know, like, I just wanted to know  
9 exactly the truth because, like, if they're going to be  
10 paying this money for a system that they don't even  
11 have and, like, this is the policies that I've been  
12 given to uphold, like, why are we again holding on to  
13 this money if Mosaic is truly going to let these people  
14 out of their contract. So I asked them. I said so  
15 I've always been told -- under the impression of you  
16 hold the customers to the contract after the three  
17 days. I've always been told those are called refusals,  
18 and, like, we try to work with them to answer any  
19 questions that they might have, and because a lot of  
20 times, like, utility companies try scare -- I mean,  
21 sadly that's something that we've come across where  
22 utility companies try to scare customers into not  
23 getting a system for whatever reason that they want to  
24 do that. Right? So they might get cold feet because  
25 of that or want them to back out because of that.

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1                   So, like, we try to work with customers to  
2 see exactly what their reason for why they wanted it to  
3 now they don't, and sometimes that takes longer just  
4 because the list of people.

5                   And I said but if for some reason they  
6 never want to ever move forward, like, what do we --  
7 what happens on Mosaic's side? He was, like, if they  
8 reach out to us and they say they're not moving  
9 forward, then we cancel the loan. And I'm, like,  
10 really? I was always under the impression that you  
11 won't cancel the loan. And he said no. Well, first,  
12 he said well, let me call someone and verify exactly  
13 what we do, and so he called me back.

14                  And he said that it would be completely  
15 canceled if it never reaches milestone two after a  
16 certain amount of time and the customer calls in to  
17 say -- but if the customer -- I'm assuming if the  
18 customer never calls in to say that they have canceled  
19 and they're not moving forward, then it's just going to  
20 be an open-ended loan. Right? Until it's paid off?

21                  MR. KEEN: You are talking about  
22 Mosaic?

23                  THE WITNESS: Right. If they never  
24 call Mosaic. Right. So Craig would say whenever they  
25 get their first bill, they're going to call us and want

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1 us to move forward. So that in his -- in my mind is  
2 his reasoning to, well, they're outside of their three  
3 days, Mosaic isn't going to cancel their loan, and when  
4 they get a bill or two and they don't have a system to  
5 account for it, they'll call us back and we'll install  
6 their system. And I'm like you're the boss man. So --

7 But after I had the conversation with  
8 the person from Mosaic, if they called in and no matter  
9 if it's a year after they purchased and we've been  
10 holding them in the refusal pile and they tell Mosaic  
11 they're never moving forward, Mosaic is going to -- I  
12 think it was, like, after -- I don't know after how  
13 many days, but Mosaic is going to inevitably cancel  
14 their loan out. Right? Which is the ethical thing to  
15 do.

16 BY MS. DANIELS-HILL:

17 Q. Well, yeah, because they haven't  
18 actually lent any money at that point.

19 A. They did. They "lended" 60 percent of  
20 the money to us. So at that point we have  
21 60 percent of the money, but we're not doing  
22 anything with it other than using it for other  
23 projects or whatever, buying million dollar houses.  
24 I don't know. Sorry. That was not okay to say.

25 But they -- we have 60 percent of their

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1 loan. So that, again, turns into another chance of  
2 having the clawback happen a year down the road taken  
3 out of the account that it should have never been used  
4 in the first place. Right?

5 So, again, you get into the -- a year later  
6 they finally tell Mosaic that they don't want it, and  
7 then they have already -- so they take that 60 percent  
8 back, but we've already purchased the system. Right?  
9 So Solar Titan -- say it was \$60,000 that they gave us.  
10 It was \$100,000 system. Right? We get 60 percent, so  
11 \$60,000. We've purchased the equipment and everything  
12 for the system. We have all the payroll for the  
13 commission -- for part of the commission. Right? And  
14 then payroll for the finance admins, for the utility  
15 admins, paying the fees for the utility companies,  
16 paying the fees for the permits, you know, all of that  
17 stuff that happens pre-install.

18 So Solar Titan is out this money. Right?  
19 And then they refuse. So I don't know how much money  
20 they've spent at this point of that \$60,000 toward the  
21 actual project, which they have -- they've spent the  
22 money. And now they refuse and it sat there and it sat  
23 there. So say they sent \$20,000 of it. So \$40,000 is  
24 sitting there, but it's not sitting there. They're  
25 using it. Right? Because of cash flow, whatever. I'm

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1 not the accountant. I don't know the books.

2 So a year later Mosaic is like, well, they  
3 reached out to us, they're not doing anything, takes  
4 \$60,000 back when they've already spent \$20,000 of it.  
5 So that's why they don't -- that's another reason why I  
6 always argued with them and stressed the importance of  
7 you are having -- waiting for the third day, period,  
8 because, one, you're not paying commission on the sale.  
9 You're not paying anybody in finance to touch the file.  
10 You're not paying anything for purchasing the  
11 equipment. You're not paying any permitting fees. And  
12 some of the utility fees are like \$1,400. Some are  
13 like 35. I've seen anywhere as to nothing and I've  
14 seen up to \$1,600 for utility paperwork, which is  
15 insane.

16 And then you have to pull the permits and  
17 pay for those "permittings." Right? So if you just  
18 wait for three days, how much simpler will your life be  
19 in the long run? But they never got it. They never  
20 have decided to do that.

21 So I actually told Sarah K. what they said,  
22 and she wasn't really shocked, but she wasn't not  
23 shocked at the same time. So it kind of made me think  
24 that she knew that it was inevitable that they were  
25 going to pull it back.

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1                   Because we knew that Sunlight -- like, that  
2 was the process. Like, I was told to hold it until --  
3 because Sunlight sent us an email 15 days before the  
4 credit expired, and if you hadn't gotten to level  
5 two -- milestone two before that time frame, then they  
6 pulled the money back. Right? So if you were a  
7 refusal and once we received that email at 15 days  
8 before the credit expired, we were supposed to reach  
9 out to Sunlight and let them know that the customer  
10 canceled but not anytime before then.

11                   So we knew that they would eventually  
12 cancel out the loan no matter what, but they still  
13 wanted us to hold it until we got that email from  
14 Sunlight in I guess hopes that the customer would get  
15 the bill -- one or two bills and be just like, you know  
16 what, I'm paying for something I don't have, so just  
17 come and put it on my roof. Right?

18                   So that's the thing -- so then when I told  
19 her that, she said that we will eventually have to do  
20 the same thing with Mosaic, but obviously their time  
21 frame is a lot longer. And that's when I just  
22 reiterated the fact of we should hold the three days  
23 anyway. But -- but even after holding for the three  
24 days, that's a whole other different process because  
25 they could end up canceling anyway and Sunlight quicker

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1 than Mosaic, but -- you know, that's kind of scary for  
2 a business too because you've spent all this money and  
3 then at any point they can cancel and there's nothing  
4 as a business that they can truly do, and that doesn't  
5 really seem fair either. So -- especially if they've  
6 already been installed and operating. Like, I get it  
7 if they haven't.

8                   But that's -- I think that's one of the  
9 reasons why one of the things they had said you could  
10 pay 30 percent of the cost to get out of the contract  
11 was due to the fact that we had already -- they had  
12 already spent, you know, on commission and on payroll  
13 and fees and processing and things like that, that they  
14 had -- but I think there was only ever one person,  
15 maybe two that actually ever paid that 30 percent to  
16 get out of their contract. Everyone else just said no.

17                   And some were actually able to be saved.  
18 You know, they had a conversation with someone in sales  
19 that just went over the benefits of solar and why they  
20 wanted it in the first place, and they, you know, moved  
21 forward with their project. But "anywho."

22                   MR. KEEN: Who did the company bank  
23 with?

24                   THE WITNESS: I believe it was U.S.  
25 Bank.

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1 MR. KEEN: Was there ever a time --  
2 I'm sorry?

3 THE WITNESS: I think your video was  
4 frozen. I'm sorry. I didn't hear that last question.

5 MR. KEEN: Was there ever a time when  
6 the company was not able to make payroll?

7 THE WITNESS: There was one time that  
8 they didn't do payroll on that day -- on payday, and  
9 they say it was because of a holiday and because of the  
10 holiday, it didn't get processed in time, but it was  
11 like the next day everybody got paid. And I think  
12 that -- so I do believe that was the only time.

13 So there was one other time too  
14 that -- and, yeah, so I think the only time while I was  
15 there -- it was like the next day or it was -- so where  
16 people were -- there was one time where it was the next  
17 day, and they blamed it on the holiday. And then there  
18 was one time where it wasn't that morning, but the  
19 funds got to our bank account later on that day or  
20 something like that. I don't know. But it -- if it  
21 was due to processing or ADP or whatever it might have  
22 been that had the delay, but I don't think there was  
23 ever a time that people didn't get paid on our side  
24 anyway. I've heard -- again, gossip in the office,  
25 that there were several times that sales reps didn't

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1 get paid commission that they were owed --

2 MR. KEEN: People on commission.

3 THE WITNESS: -- when they should have  
4 been. Huh?

5 MR. KEEN: The people on commission  
6 are the ones that were saying they weren't getting paid  
7 timely?

8 THE WITNESS: Yeah. But that's -- I  
9 mean, I heard that, and I know that's why several  
10 people quit on the sales team was because they were --  
11 I don't -- that was the thing, they never wanted  
12 anybody -- other departments to talk or anybody like  
13 that, but it happened. So frustrations that I was made  
14 aware of was that they changed their pay structure a  
15 lot without notice about, like, percentages of  
16 commissions or, like, bonuses and different things they  
17 were told they would get, but then they decided, no,  
18 they would not get those anymore. Like, when they were  
19 paid parts of their commission.

20 Like, I don't know exactly when all of  
21 those were set up. So whether it be at the first  
22 milestone and then at the next milestone, but I do know  
23 that they were frustrated several times and several  
24 people by the changes that were being made and then  
25 there were times that payroll didn't even happen at all

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1 for the sales side.

2 MR. KEEN: Did you ever hear of any

3 employees getting hurt on the job like doing installs?

4 THE WITNESS: Oh, all the time, yeah.

5 MR. KEEN: Can you give some examples.

6 THE WITNESS: So there were times that  
7 people fell off ladders. There were times that -- I  
8 think there was one time a gentleman -- I don't think  
9 he was electrocuted, but he -- I don't know. There was  
10 like a flash of something in his face. I don't know.  
11 But he was in a box that he shouldn't have been in, but  
12 he was okay.

13 And then obviously -- I don't know --  
14 I, again, very separate. They -- you know, it was once  
15 we moved, Sarah, you handle pre-install and then I  
16 handle everything else over here. So I don't really  
17 have a lot, but I have heard of things, but I couldn't  
18 really give you more than that.

19 MR. KEEN: Did you ever hear about an  
20 employee being electrocuted in Georgia and dying?

21 THE WITNESS: No, no, huh-uh.

22 MR. KEEN: What about, like, damage to  
23 customer's homes, any stories there?

24 THE WITNESS: I've heard and I've seen  
25 some pictures of where they cut or drilled holes and

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1       they left them there, some of the things that they were  
2       failed examinations on. There were times like tracking  
3       mud in the yard or in the house or like tires messing  
4       up grass and things, but nothing -- I mean, other than  
5       like they cut -- they had to cut a hole in the drywall  
6       to put something through and they didn't finish it or  
7       roof damage because -- or like leaking and different  
8       things like that.

9                   But under -- from what I was told,  
10       those were always being addressed. How quickly, I  
11       don't know, but we were always going back to repair  
12       anything that we -- the crews messed up or we would pay  
13       another outside company to do it.

14                   MR. KEEN: Did Solar Titan ever send  
15       advertisements in the mail or was it all online.

16                   THE WITNESS: From what I knew they  
17       had ads online, either Facebook, Twitter, YouTube,  
18       things like that. They did have a good referral  
19       program to where if you were a customer and you  
20       referred, you would get a fee that way. And, like,  
21       people would put signs in their yard. They did have,  
22       like, door hangers that if they wanted to hand them out  
23       to people in their community, they could do that as  
24       well.

25                   But, like, I personally never saw

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1 anyone or any department ever, like, stuffing envelopes  
2 to send things out to people, but, again, that wasn't  
3 my department.

4 BY MS. DANIELS-HILL:

5 Q. When people canceled, did they ever  
6 actually mail in their cancellation notice instead  
7 of using email?

8 A. Sometimes. Very rarely, though.

9 MR. KEEN: You mentioned earlier that  
10 whenever customers would sign the loan paperwork with  
11 the sales rep that the loan paperwork would be emailed  
12 to them. What about customers who didn't use email,  
13 how would they see the loan paperwork?

14 THE WITNESS: Not my department. I  
15 don't know. I was always told that nothing could ever  
16 be signed if it wasn't the customer's email. So I  
17 don't know if the sales rep created an email for the  
18 customer and then had that email -- because in the  
19 system -- in their portal, you had to put in an email  
20 for the loan docs to be sent to. So if it had "Solar  
21 Titan" in the email, then obviously when they called to  
22 do the welcome call, they would be, like, is this your  
23 email, you know. So it wasn't ever sent to the sales  
24 rep's email to sign because it was all digital.

25 So that's something that -- so I don't

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1 know if they said that they didn't have an email, but  
2 every -- every contract that Mosaic or Sunlight sent  
3 out was sent to the customer's email and they opened it  
4 up in Adobe or opened it up in their email on the  
5 notepad or on their computer -- not notepad but the  
6 iPad and they -- they signed it through Adobe that way.

7 MR. KEEN: Were systems ever turned on  
8 that hadn't passed inspection?

9 THE WITNESS: So in Kentucky they --  
10 most of the areas in Kentucky could be left on without  
11 an inspection, yes. But in Tennessee not to my  
12 knowledge, no. But until recently there was a change  
13 in -- from my understanding, there was a change in the  
14 way that the inspections happened, so there was like a  
15 rough and a final inspection.

16 So some inspectors required for the  
17 system to be on when they came out to do the final. So  
18 I do believe that in those areas with those inspectors,  
19 we turned them on and left them in non-export mode. So  
20 meaning that nothing ever -- like it capped to where it  
21 wouldn't go back onto the grid. So what they were  
22 needing to use to produce it in their home was all that  
23 was produced from the system and none of the excess  
24 went onto the grid until we got the final passed  
25 inspection and then we flipped it to where excess could

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1 go onto the grid.

2 But that wasn't in every case. That

3 was just by inspector. Like, I couldn't tell you which  
4 inspectors required that, but there was a list of  
5 inspectors that I know that required the system to be  
6 on for them to do a final inspection even though I was  
7 always under the impression that you couldn't be on  
8 until you had the final inspection. But they would  
9 never pass us until they could see it on, so we left it  
10 on at install but had it in the non-export mode.

11 MR. KEEN: What percentage of  
12 installations roughly would you say failed, just the  
13 first inspection?

14 THE WITNESS: I couldn't give you a  
15 number, but it was a lot. Yeah. Again, that wasn't my  
16 department, so I wasn't privy to that. I was only ever  
17 given the passed inspections to put into the finance  
18 portals. So I never really saw the failed inspections  
19 really until I was asked to help with structuring and  
20 organizing the service department.

21 And then, like, so I created different  
22 categories as to the needs of what was in the queue,  
23 whether it be failed inspections, whether it be issues  
24 with the panels or issues with the inverters and things  
25 like that. So that -- or "commissionings." So that

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1       were the four or five different categories that I split  
2       up the jobs in the queue to know who to assign them to  
3       and how to prioritize them. And failed inspections was  
4       a pretty long list.

5                    MR. KEEN: Did the engineering plans  
6       need to be submitted to the inspector before the  
7       inspection could happen?

8                    THE WITNESS: That is a good question.  
9       The only thing that my departments did with the  
10      engineering plans were some of the utility companies  
11      required the engineering plans. So whether or not  
12      inspectors required them, that would be a question for  
13      someone that worked in that department.

14                  MR. KEEN: And was the primary  
15      designer that Solar Titan used for their engineering  
16      plans -- was his name Matt?

17                  THE WITNESS: Yes.

18                  MR. KEEN: Is it Matt Kirkland?

19                  THE WITNESS: Uh-huh.

20                  MR. KEEN: Is he any relation --

21                  THE WITNESS: Yeah. He's Sarah  
22      Kirkland's son. And then there was two other gentlemen  
23      that worked part-time, which was another one of Sarah's  
24      sons and then one of his friends. So no engineering  
25      degree or anything like that.

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1 MR. KEEN: Matt Kirkland doesn't have  
2 an engineering degree?

3 THE WITNESS: No.

4 MR. KEEN: He's not a certified  
5 electrical engineer or electrician?

6 THE WITNESS: Nope.

7 MR. KEEN: He's not a licensed  
8 contractor?

9 THE WITNESS: Not that I know of.

10 BY MS. DANIELS-HILL:

11 Q. How is he creating these plans?

12 A. He has software. I was told they have  
13 very expensive software they use for, like, shade  
14 reports and different things like that. So there  
15 are very, very basic plans. It had the spec sheets  
16 for all the equipment that we used. So it had the  
17 face sheet with the address, system size, and  
18 information of the customer.

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1       That's it.

2                    MR. KEEN: The people that do the  
3 installs -- were they required to have any type of  
4 certification or did they just require oversight from  
5 somebody with certification?

6                    THE WITNESS: It was -- so to pull the  
7 permits -- sorry -- I'm going to have to flip my phone  
8 around because it's about to die.

9                    So from my understanding is that the  
10 electrician that we pulled our permits through had to  
11 be a licensed electrician and that our work was being  
12 done under was a licensed electrician, but no one on  
13 the crews were actually licensed electricians.

14                   MR. KEEN: Was the licensed  
15 electrician present for every single electrical hookup?

16                   THE WITNESS: Nope. There were some  
17 utility companies in Kentucky that required a licensed  
18 electrician to be present at every time that we were  
19 ever on the property, and those were every single time,  
20 but other places, no.

21                   MR. KEEN: When Greg Abbott stopped  
22 working for Tennessee -- for Solar Titan Tennessee,  
23 what did Solar Titan do now that they didn't have a  
24 licensed electrician to pull permits?

25                   THE WITNESS: Greg Abbott?

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1 MR. KEEN: Yeah.

2 THE WITNESS: I don't remember a Greg

3 Abbott. I remember Abbott. But what was his name?

4 Abbott. Gosh, what was his name? It wasn't Greg  
5 unless that was his first name and he went by his  
6 middle name at the office.

7 MR. KEEN: But Abbott was the licensed  
8 electrician that Solar Titan used to pull permits?

9 THE WITNESS: Yeah. We found a new  
10 electrician.

11 MR. KEEN: Do you know who that was?

12 THE WITNESS: They were friends of  
13 Dale Roden's. Nick Hobbs maybe was one, and then there  
14 was -- so there was two that they kind of went back and  
15 forth between using.

16 MR. KEEN: Was there ever a time where  
17 Abbott's electrical license was being used to pull  
18 permits when he wasn't actually employed by Solar  
19 Titan?

20 THE WITNESS: Not to my knowledge, but  
21 I don't know. Again, that wasn't my department. I  
22 know that he had said, like, we could finish like what  
23 we had already pulled while he was with us. Like,  
24 obviously we could finish the process. Right? Because  
25 those had already been pulled under his name, but new

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1       ones moving forward, I don't believe were ever pulled  
2       under his license since he quit, but, obviously, we had  
3       to finish the contracts and projects that had already  
4       been pulled under his name. And that took some time.

5                    MR. KEEN: Were you familiar with the  
6       TVA's green program?

7                    THE WITNESS: Green Connect, yeah.

8                    MR. KEEN: Was Solar Titan a part of  
9       that?

10                  THE WITNESS: Yes.

11                  MR. KEEN: Was there ever a time where  
12       TVA said, hey, we're not going to let you do this  
13       anymore?

14                  THE WITNESS: Yes.

15                  MR. KEEN: Can you tell me a little  
16       bit about that.

17                  THE WITNESS: So they said that Solar  
18       Titan didn't comply or meet their standards, and there  
19       were a lot of complaints and different things like  
20       that. I was in the meeting with the representative. I  
21       know Sarah K. and Dale and Craig were in several other  
22       meetings without me, but I can -- in this instance, I  
23       can kind of defend Solar Titan in that aspect of why we  
24       were locked out because there wasn't ever any evidence  
25       to say that we -- that they weren't complying and doing

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1 everything that we could to meet all of the  
2 requirements, even though they gave us a list of  
3 everything we needed to upload into the portal and do  
4 to get -- to be on -- to be meeting requirements.

5 And we did that and they still locked  
6 Solar Titan out of the Green Connect portal, even  
7 though we had several meetings and every time that they  
8 pulled something up or stated something that we weren't  
9 doing correctly, we had evidence to show that we were  
10 doing everything that we were required to do. So Solar  
11 Titan being locked out of the Green Connect portal I  
12 don't believe was fair.

13 MR. KEEN: Was one of the requirements  
14 that Solar Titan, you know, have systems operational  
15 within a certain amount of time?

16 THE WITNESS: Yes. So, again, there  
17 was a particular person that they were referring to  
18 that we weren't getting to be operational when that  
19 customer was refusing to let us on their property. So  
20 they locked us out of Green Connect because we couldn't  
21 get it operational, but then the customer itself  
22 wouldn't let us get it operational. So ...

23 MR. KEEN: There was a lot of  
24 customers that were going a long time without having a  
25 working system.

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1 THE WITNESS: Of course. Of course,  
2 yes. Again, like I shared my frustrations and like my  
3 opinion on -- as to why they weren't getting across the  
4 finish line in a timely manner. Right? But for the  
5 situations that merited TVA to step in and say we're  
6 going to lock you out of Green Connect, all of those  
7 situations that they brought to the table had  
8 circumstances that were, one, out of our control or  
9 just systematically like we pulled the permit, we  
10 failed, we fixed it, we failed it again, and we fixed  
11 it, and we failed.

12 Like, we weren't just sitting around  
13 not doing anything. It's just it was taking longer  
14 because of the process. So it wasn't the fact that we  
15 were just sitting around and not getting them turned  
16 on. It was either, one, that one particular  
17 customer -- I can't remember his name. But I remember  
18 having the conversation with TVA about this gentleman.  
19 Like, he wasn't letting us back on his property.

20 And then the other ones where we have  
21 pulled the permit and requested for inspections and the  
22 inspectors in Tennessee haven't come out yet for us to  
23 even know if we've passed. Or situations where they  
24 failed, we fixed them, they come back out, and they  
25 failed us for something completely different, and we

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1 fixed that. It's just this long wheel of things.

2 So can there be processes for Solar

3 Titan to get them on in the time frame that Green  
4 Connect required? Absolutely, yes. But for the  
5 customers that they initially made the designation to  
6 lock Solar Titan out of Green Connect I don't believe  
7 was merited because of the evidence that we provided  
8 them of Solar Titan going above and beyond -- well, not  
9 above and beyond, but going -- doing all the things  
10 that they could do with the time frame and the  
11 structure of how the system is set up to pull permits  
12 and do inspections and things like that.

13 BY MS. DANIELS-HILL:

14 Q. Why was the customer, if you remember,  
15 refusing to allow Solar Titan back onto the  
16 property?

17 A. Honestly, I couldn't tell you. I know  
18 that he was -- he was upset about the placement of  
19 the battery, so we moved it. And then he was mad  
20 because where we had put the battery before there  
21 was damage on the side -- on the siding. Like, he  
22 didn't want it there type thing and he wanted it  
23 moved. So I guess they thought we installed it here  
24 where it should have been, you didn't want it there,  
25 so that should be your expense to fix because you

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1 didn't want it there. Like -- and it wasn't -- I  
2 don't know. I don't know.

3 So there was a lot of back and forth  
4 between where the placement of the battery was supposed  
5 to go, and then we actually ended up moving the  
6 battery. I couldn't give you all the details. I just  
7 know that he was very upset and there, like, was a lot  
8 of back and forth between him and Dale, a lot of back  
9 and forth. And like he -- I think he even threatened  
10 the lives of one of our -- of our crew that went out  
11 there. Like, it got very heated and very intense.

12 So, like, there was even mediation between  
13 the county board and that customer and us and, like,  
14 said, okay, this is what we are required to do and we  
15 are willing to do this to make you a happy customer.  
16 And he was okay and, like, agreed to those dates and  
17 everything, and then would not let us schedule but then  
18 would call in and complain to TVA and call in and  
19 complain to the Better Business Bureau and call in and  
20 complain to all these things that we weren't doing what  
21 we said we would do, when, in fact, he wouldn't let us  
22 come to the property to do it.

23 Q. What county board did that mediation?

24 A. That would be a question for Dale Roden.

25 I don't know.

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1 Q. So you -- I'm guessing you didn't talk  
2 to that customer? You're getting the synopsis from  
3 Dale Roden as to what was going wrong?

4 A. Yes, uh-huh.

5 MR. KEEN: When you left Solar Titan,  
6 did you send a resignation letter?

7 THE WITNESS: I sent an email to Sarah  
8 Kirkland, yes.

9 MR. KEEN: Would you be able to send  
10 us a copy of that email?

11 THE WITNESS: No, because it was  
12 through my email at Solar Titan, and I don't have  
13 access to that email. But it was very quick and to the  
14 point that I found a different -- I found a new  
15 opportunity that would be a better fit for me. And  
16 then -- because I actually wanted to do it in person  
17 with Sarah just because of having the relationship that  
18 I had with her or friendship, and I couldn't find her  
19 in the office that day at all. So every time -- she  
20 wasn't in her office and I think she went to lunch that  
21 day with Craig, and so I had received an offer from  
22 another company, from BlackBerry.

23 So I didn't want to delay my response  
24 to them, so I sent the email and then later on spoke  
25 with Sarah about the different reasons as to why, but

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1 my email didn't state the reasons.

2 MR. KEEN: It wasn't like Shawna's  
3 email where --

4 THE WITNESS: No, no, no, it was not  
5 like Shawna's email. But I did have a conversation  
6 with Sarah as to some of the reasons as to why I wanted  
7 to step away from the company.

8 MR. KEEN: I assume that conversation  
9 involved a lot of what we've already talked about  
10 today --

11 THE WITNESS: Yes.

12 MR. KEEN: -- about them not taking  
13 initiative and all that kind of stuff?

14 THE WITNESS: Uh-huh, yes. It had a  
15 lot to do with that. Just not -- like the  
16 secretiveness and the separation I felt between the  
17 different department and just not -- honestly just not  
18 being forthright as I felt like it should be, but a lot  
19 of the main reasons were -- was that and then the  
20 issues that I had with Dale.

21 I mean, those are anything to do with  
22 the investigation, but as a company that would allow  
23 another employee to talk to or treat another employee  
24 that way and then that employee not even feel they  
25 could go to the HR department to even say anything, I

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1 don't want to work for a company like that.

2 MR. KEEN: But it sounds like Dale was  
3 more willing to sort of toe the line, so to speak, than  
4 you who would voice your opinion and other employees  
5 who would voice their opinion and make suggestions. It  
6 sounds like Dale was more willing to go along with what  
7 Craig was telling you to do; right?

8 THE WITNESS: Uh-huh, yeah.

9 MR. KEEN: So that's probably why -- I  
10 mean, I can understand why you would be -- you know,  
11 that would not sit well with me either if there is an  
12 employee who is able to get away with stuff just  
13 because they didn't raise concern.

14 THE WITNESS: Yeah.

15 MR. KEEN: Oh, gosh. There was  
16 something that I was going to ask just now.

17 MS. DANIELS-HILL: While you're  
18 thinking, Sam, I did have one last question.

19 BY MS. DANIELS-HILL:

20 Q. So we know that Solar Titan works with  
21 both Mosaic and Sunlight. Did they ever have  
22 another finance partner that they wanted to work  
23 with but that finance partner would not work with  
24 them?

25 A. So towards the end there were three more

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1 solar finance companies. Green Sky -- oh, Lord. I  
2 didn't work with them much just because it was  
3 for -- they created a department called inside sales  
4 that dealt with cancellations, like trying to save  
5 cancels and refusals and also -- but their main  
6 thing was, like, when the original sales rep would  
7 go out and they were credit declined through Mosaic  
8 or Sunlight, they would rerun -- they would contact  
9 the customer -- potential customer and see if they  
10 wanted to be reran through these other finance  
11 companies that had less requirements, like lower  
12 credit scores or different things like that where  
13 Mosaic had higher, like, income and credit score  
14 requirements. So Green Sky, Concert, and --

15 Q.                   Dividend?

16 A.                   Dividend, yes, yes, yeah. So those  
17 three they used, but I don't think there was ever  
18 one that -- there were others that we were pursuing,  
19 and then because of different things they decided  
20 not to want to work with that loan company. But I  
21 don't -- unless -- I'm just not aware that there was  
22 others that decided not to want to work with us --  
23 or Solar Titan, not us.

24 Q.                   Did Solar Titan have other individuals  
25 or other businesses that have tried to invest or

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1 Solar Titan has wanted them to invest in the  
2 business?

3 A. I do remember that there was a week that  
4 these people came out, and they were -- we had to,  
5 like, make sure all of the whole place was clean and  
6 organized and like there were -- they put screens  
7 throughout the building that had, like, pictures of  
8 the installs and stuff rotating through, all of the  
9 bulletin boards were decorated with some sort of  
10 thing, and we just had to look busy anytime that  
11 they walked through -- right? -- to seem like we  
12 were productive. I don't know.

13 But, like, we couldn't be idly chatting or  
14 hanging out or whatever while they were there just  
15 because -- and this was another stupid thing -- we had  
16 to wear proper work attire -- wear, like, business  
17 casual while those people were there. And, like, HR  
18 would send out an email to everyone and say please wear  
19 appropriate work attire tomorrow and Friday because we  
20 are having guests, and it's like or we should just  
21 enforce a dress code, but whatever. Okay.

22 But, anyway, so I do remember there was a  
23 group of people that came and I believe they were  
24 potential investors. I don't know their names. I  
25 don't know where they were from. I just know that they

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1        were there. So --

2        Q.           So you wouldn't know why they -- or if  
3        they actually became investors or if they didn't,  
4        why they wouldn't?

5        A.           Right. I don't think they did because I  
6        think if other investors -- like if -- from all of  
7        the effort that they put into that week, if they  
8        actually decided to be investors, that you would  
9        have -- I would have seen them -- there would have  
10       been a presence in the office moving forward, and  
11       there wasn't. So I'm assuming that they denied it,  
12       but who they were, I don't know.

13                    MR. KEEN: It seems like there were a  
14        lot of red flags going on at one time. Right? Like  
15        you talked about the company wanting to be very  
16        secretive or not wanting to implement policies and  
17        procedures that seem obvious to you and me would be  
18        beneficial to the company and its customers. You know,  
19        Craig purchasing over a million dollar home with cash,  
20        Craig having employees come in at 7:00 A.M. to process  
21        loans, you know, immediately. Employees coming in on  
22        the weekend to do the same to get that cash from the  
23        lenders as soon as possible.

24                    All these things seem like red flags  
25        to me. Were employees -- were you-all like, hey,

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1 there's something -- what's going on here? Was there  
2 ever any talk about that?

3 THE WITNESS: So in regards to his  
4 house, like, that's gossip. You own a business, you  
5 can buy whatever you want. So you're buying a million  
6 dollar house, that's not my business. So the fact that  
7 he could pay for a million dollar house with cash,  
8 that's like -- (vocal utterance) -- but then again, I  
9 don't know how much you make. You're the owner.  
10 Right? I don't know what other business interests you  
11 have. Like, it's not my business to tell you what you  
12 can and can't buy. So that, to me, wasn't a red flag.  
13 It was just kind of like, man, I wish I could buy a  
14 million dollar house but not a red flag. Right?

15 Other than like when they were getting  
16 so upset at all the clawbacks, it made me think, well,  
17 what are you -- how are you handling the money when  
18 that started happening, and then I was thinking, okay,  
19 you're buying million dollar houses and you have five  
20 Teslas, I can see why you're mad about cash flow  
21 because you ain't got no cash flow. Right? So it's  
22 like how are they handling their finances?

23 But then it's like we have an  
24 accounting team that had five or six people in it. So  
25 it's like I doubt that it was poorly managed, you know.

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1 So -- but, then again, like, I don't know if they  
2 had -- I don't know how they handled the finances, so I  
3 don't want to give my opinion.

4                   But when the customer -- like when  
5 customers would call in and complain or, like, the bad  
6 reviews and clawbacks -- especially with my finance  
7 team when they saw the clawbacks and stuff, they saw  
8 the frustration. They saw how unorganized and things  
9 that the other departments were, and it was frustrating  
10 to them when they felt that they had a high expectation  
11 to get everything processed and get everything done  
12 fast. And then, like, if they didn't meet their 40  
13 minimum -- no one got in trouble, but they weren't  
14 happy and you could feel it. You know what I mean?

15                   So, like, they felt that pressure of  
16 having to meet their minimum, but then they saw other  
17 departments that, you know, where I said -- like, you  
18 can see the dashboard. You can see every single  
19 department and how many is in each department. And  
20 then when our department has 30 in the queue and every  
21 single one of them has a note as to what is holding  
22 them up and what is the reason as to why they haven't  
23 been finished processing -- right? -- and then they see  
24 300 in this other department and no notes, no  
25 explanation as to why they have been there and how long

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1       they've been sitting there or anything like that, and  
2       then they don't see the -- I guess micromanagement of  
3       Craig in those departments and they wonder why. Why  
4       does it matter?

5                   Like, why is he over here like this  
6       saying it's 9:00, why haven't the sales from yesterday  
7       been put in yet? Or none of the installs were uploaded  
8       yesterday night, and it was Sunday night, so, like, why  
9       wasn't Sam doing her job? I'm like it's Sunday night.  
10      That's why she didn't do it. It's like we can put it  
11      in this morning; it will be fine.

12                And then other departments have their  
13       queues the way that they are and then he's not over  
14       there micromanaging that. And then we get to -- people  
15       aren't stupid. Oh, it's because our two departments  
16       affect the money and those departments don't, so he  
17       doesn't care. Then it's just like why? Why does it  
18       matter so much?

19                And I get -- and I guess I just  
20       chalked it up to wanting -- I don't know. Like my  
21       innocent little mind I guess was just we have over 300  
22       employees, so we have to make sure the payroll is being  
23       met. We have to make sure that we're able to pay the  
24       rent for this building and the other buildings that we  
25       have. We have to make sure that all the X, Y, Z of

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1 | expenses.

I always try to give people the  
benefit of the doubt. Like, I never went to, you know,  
he's embezzling money or taking money from the company,  
you know, or things like that, just because I don't  
want to ever think someone would be -- to do that, you  
know. So I just saw it as there's a lot of expenses  
that come into running this business, and that's why  
it's so -- it has to be like that.

10 MR. KEEN: I'm assuming then since you  
11 gave Craig the benefit of the doubt, you didn't know  
12 that he was a convicted felon for federal wire fraud?

13 THE WITNESS: No, nope, didn't know  
14 that.

15 MR. KEEN: So there was never any  
16 office gossip about that?

17 THE WITNESS: There was one time that  
18 someone told me that they heard from someone else  
19 because -- there is one person in the company that is  
20 just like little gossip queen, but there was one time  
21 that Russell Williams told me that he never got a good  
22 feeling from Craig and that that person shared with him  
23 that nothing was in Craig's name, that it was all in  
24 Michael's name because Craig had got into trouble in  
25 the past, but what that trouble was I don't know.

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1 And like I -- if you notice through  
2 all of my testimony, like, I never -- like, I  
3 intentionally made -- I intentionally went around Craig  
4 a lot just because I didn't -- like, I didn't have a  
5 good vibe with him, and he could come across pretty  
6 harsh sometimes. And I just -- conflict isn't my  
7 thing. So, like, I always try to make a point if I had  
8 a disagreement or if I had an issue that I wanted to  
9 bring up, I always went to Sarah K. because I felt like  
10 she was more understanding and she could see where I  
11 was coming from and she could see the benefits of what  
12 I was presenting more so than Craig.

13 Like, anytime that I had an issue --  
14 like, he -- he made the comment that when I first  
15 started I was soft and then like -- his favorite word  
16 is "buyers are liars." That's his favorite slogan,  
17 "buyers are liars." And so, like, anytime that I would  
18 say -- like, when I first started, oh, this customer  
19 called in and said they were just diagnosed with cancer  
20 and they want to cancel. And he was, like, no, because  
21 you're going to have an electric bill whether or not  
22 you have cancer. And, like, you know, you're still  
23 going to have an electric bill and you're still going  
24 to have this bill and you're still going to have that  
25 bill and, like, you're going to not stop paying your

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1 electric bill. You're going to not stop paying your  
2 water bill. So, like, you bought something. They  
3 signed a legal contract. So, like -- and you don't  
4 even know if that's true. Buyers are liars. You don't  
5 know if they have cancer or if that's just a story they  
6 want to tell you to let you -- let -- play on your  
7 heart strings and you let them out of the contract. I  
8 heard that so many times.

18 So, like, you have to try to balance  
19 the, you know, bleeding hearts of the world and not  
20 getting too hardened. Right? I remember there was one  
21 customer that would not sign the interconnection  
22 agreement that we sent that was required by the utility  
23 company. And we would call them and call them, and  
24 finally we got a text message and the customer said I  
25 can't sign -- I can't sign my paper because my hands

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1 don't work. My hands are broke. My hands don't work.

2 And we were like what?

3 So we explained to them they're  
4 outside of their three days to cancel and we need to  
5 move forward and explained to them again why they  
6 wanted to get solar and all of this. And the text  
7 messages -- like, they would never answer the phone.

8 They would only do text messages. But it's like if  
9 your hands don't work, how are you texting. Right?

10 So finally, like, I spoke with Sarah  
11 and I was, like, I don't know what's going on. They  
12 are refusing to sign. Like, we can't move forward.  
13 There's no possible way to move forward with this deal.  
14 So she told me to go ahead and cancel it. Right?

15 So there were some extreme  
16 circumstances where Sarah agreed to let someone out of  
17 their contract for whatever reason it might have been.  
18 There were several reasons that happened outside of the  
19 three days, and we notified the finance company that  
20 day that we were canceling. Right?

21 So fast forward a few months later, we  
22 get a phone call from that customer and he was mad that  
23 we hadn't ever installed his system. And we were like  
24 we were in contact with you via text message that you  
25 weren't wanting to move forward and that you -- your

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1 hands were broken and you couldn't sign it anyway even  
2 if you wanted to. And he said that his girlfriend or  
3 fiancee at the time -- he was sick in the hospital for  
4 like three weeks with COVID, and during that time his  
5 girlfriend, fiancee, whoever she was, was impersonating  
6 him and took all the money out of his bank accounts,  
7 like maxed out all of his credit cards and all the  
8 things while he was in the hospital with COVID. And  
9 she was the one actually writing us saying that she  
10 didn't want the system and all the things, that his  
11 hands were broken and all of that. So turns out he  
12 still wanted it and it moved forward. And he's happy.

13 His system -- we expedited his  
14 process. We got his permits pulled and everything and  
15 got him installed, and we actually sent a full crew out  
16 to fully install his system and get it operational  
17 rather quickly due to the circumstances. So we had to  
18 get the new loan and all of that stuff.

19 So we do -- I mean, there are some  
20 crazy stories. I can tell you about the different  
21 customers and different issues and problems and stuff  
22 we've dealt with. But that was kind of a tangent, but  
23 it -- I kind of went back to with Craig how he was just  
24 very, like, black and white. It was like he didn't see  
25 any excuse as a reliable excuse as to why we couldn't

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1 move forward. His -- every single time it was buyers  
2 are liars and we're moving forward with this contract.

3 Like, rarely ever, if at all, he ever wanted to cancel  
4 a contract.

5 It was more Sarah that would look a  
6 little deeper into what was going on and weigh out the  
7 pros and cons and make that decision to either hold to  
8 the policy of you're outside of your three days or  
9 actually canceling. But I did try to avoid him as much  
10 as I could, and I dealt mostly with Sarah.

11 MR. KEEN: All the issues -- were  
12 they -- like, did each customer have an electronic file  
13 in the database?

14 THE WITNESS: Yes.

15 MR. KEEN: So all these phone calls --  
16 like, they would have notes of all these phone calls,  
17 and that's how you would be able to see what happened  
18 in the past?

19 THE WITNESS: They should. It was  
20 stressed that every phone call was logged into the  
21 system, because everyone had a file -- a digital file  
22 in Sales Force. So every phone call, every text  
23 message, every email should have been noted in their  
24 file. But other departments didn't do their job.

25 So -- and that was another thing that

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1       they didn't like me for, because if I'm dealing with a  
2       customer that's mad and they said they spoke to someone  
3       three days ago and were told that they were supposed to  
4       get a call back but then the person that they claimed  
5       spoke to them three days ago didn't log their call, I  
6       didn't know if it happened or not. Then if they were  
7       going to say that I was supposed to reach out to them  
8       or someone in my department or whoever was supposed to  
9       reach out to them in three days, if they didn't send a  
10       task for that person to do it, it wasn't ever going to  
11       get done.

12                   So, yes, it was required that every  
13       phone call, email, and text message was recorded in  
14       Sales Force under their file. Did it happen all the  
15       time? No.

16                   MR. KEEN: And all their documents  
17       were also in Sales Force under their file; right?

18                   THE WITNESS: Yes.

19                   MR. KEEN: Did that include the  
20       install agreement and the lending agreement?

21                   THE WITNESS: We did not have access  
22       to the lending agreement, no. That was between them  
23       and their email address, and it was -- it was in the  
24       portal as signed and uploaded, but we didn't -- we  
25       couldn't click on the file to look at it. But in -- so

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1 the actual document that they signed we couldn't see,  
2 but we could see how much they -- how much they lended  
3 them -- how much the monthly payment would be and then  
4 how much the -- when the payments would start. That's  
5 what we could see, but we couldn't actually see the  
6 loan agreement, no.

7 MR. KEEN: Did Solar Titan use Sales  
8 Force the entire time that you were there?

9 THE WITNESS: No. When I first  
10 started -- so when I first started, everything was  
11 paper files and something that's called -- it was  
12 called Market Sharp. So basically the only thing that  
13 Market Sharp could do was show what's been paid -- like  
14 if it was paid in full and then the documents were  
15 uploaded. And so like the documents from the sales  
16 reps were uploaded, and then when we got the passed  
17 inspection, we uploaded it into Market Sharp.

18 There was no way that they were  
19 tracking the progress of the files when I first  
20 started, and after a few weeks of me being there, I was  
21 like how are we because -- customers would call in and  
22 say where am I at in the process, and I would have to  
23 ask Lakea or Russell what was going on because they had  
24 the files. If I had the files still in finance or back  
25 to me in scheduling, I knew where they were. Right?

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1 But then I had to ask them. I knew that they had the  
2 files, but I didn't know if they were working with the  
3 utility company, if they were working with permitting,  
4 if they were doing this, that, or the other.

5 So I created the spreadsheet --  
6 because I had the very first -- because I was finance,  
7 so I had the very first contact with the customer. So  
8 I created a spreadsheet that had the customer's name,  
9 the size of the system, and what state they were in,  
10 and the date of purchase. And then I had, like, the  
11 different processes and -- from purchase to install and  
12 turned on, down that line, and then every time it got  
13 to that point, I put an X in the field. And when it  
14 was completely funded, I turned that whole line green.

15 Right?  
16 To where any time that Craig would come in  
17 or Sarah would come in and they would be asking  
18 questions, like I could pull that report for that whole  
19 month. And I did it month by month. And when we first  
20 started getting those clawbacks, they would come in and  
21 be furious at me or he would as to why I didn't put  
22 the -- what I needed to put in finance. And I would  
23 explain to them that it's at this point and I don't  
24 have it to put in. So go talk to Ernie or go talk to  
25 this person over here because I don't have any control

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1 over that.

2 So -- and then they would always come to me  
3 about where things were. Right? And then I probably  
4 five or six months of doing that -- I can't remember  
5 how long, and then they finally switched over to Sales  
6 Force and then with the different chevrons you can  
7 see -- you can run a report to show who all is in each  
8 category and what they're doing -- where they're at in  
9 each process.

10 So they've come a long way, most  
11 definitely, to be able to track completion -- like, the  
12 process of where each customer is at?

13 MR. KEEN: Do you remember exactly  
14 when they got Sales Force?

15 THE WITNESS: I know that -- I know  
16 that they started the process of Sales Force -- it was  
17 a very long on-boarding process with Sales Force  
18 because they had to do -- Sales Force is customizable  
19 to each company. So I know that they did, like, all  
20 the back work for accounting and I know they worked on  
21 sales for the longest time and, like, their process in  
22 Sales Force and their tracking of, like, leads and  
23 appointments and booked appointments and, like, actual  
24 sat appointments, and the different dispositions of  
25 those appointments.

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1 And then, like, operations was later,  
2 and, like, they're currently still tweaking and  
3 improving and doing things now with Sales Force. So I  
4 know that Sales Force was talked about when Ernie was  
5 still there when we were in the very first building,  
6 but it wasn't like they were in communication and  
7 negotiating of price. And then it came to be when we  
8 had moved to the second building, but it wasn't really  
9 utilized that much until we moved to the building on  
10 North Peters, which was probably November or December  
11 of 2020, I believe. I don't -- all the years kind  
12 of --

13 MR. KEEN: Late 2020 is when they  
14 started really using Sales Force full-time.

15 THE WITNESS: So it's 2022 now, and I  
16 promoted 2021. It might have been 2021 then, not 2020,  
17 because I started -- because they opened the business  
18 in November of 2019 and then I started September of  
19 2020 and then I was promoted in December of 2021. So  
20 it was late 2021 when Sales Force came along.

21 MR. KEEN: But before that it was  
22 Market Sharp?

23 | THE WITNESS: Yes.

24 MR. KEEN: These spreadsheets that you  
25 created, I assume you don't have access to those

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1 anymore?

2 THE WITNESS: No. They're all on my  
3 computer if they haven't wiped them out.

4 MR. KEEN: On your work computer?

5 THE WITNESS: Yeah.

6 MR. KEEN: But did you email them to  
7 Craig and Sarah or anyone else?

8 THE WITNESS: They were more for my --  
9 because it drove me crazy that no one had any way to  
10 track. They were more for my benefit. I did share  
11 them with Sarah and Craig. I don't know if they ever  
12 looked at them other than when they came to my office  
13 and were upset because something wasn't done, and I  
14 would pull them up to show them where it was at and  
15 explain as to why it hadn't been -- hadn't reached a  
16 milestone that it needed to.

17 MR. KEEN: When you say "share," you  
18 mean you would email them --

19 THE WITNESS: Share -- like I actually  
20 shared the file with them. Like on the file there's a  
21 "share" button in the top corner, and I added them to  
22 it where they could see it updated live.

23 MR. KEEN: Gotcha.

24 MS. DANIELS-HILL: Is that all your  
25 questions, Sam?

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1 MR. KEEN: Yes, that's all I have.

2 BY MS. DANIELS-HILL:

3 Q. I don't think I have any other  
4 questions. I just wanted to give you the chance to  
5 tell us anything that you thought we should know, if  
6 there's anything we haven't talked about yet that  
7 you wanted to share.

8 A. No, not that -- not that I can recall.  
9 I don't know if something will pop into my head  
10 after our conversation today, but I did want to ask  
11 like -- I've never been a part of an investigation  
12 like this before. So obviously I know that you've  
13 talked to several people. I would like for -- I  
14 mean obviously if I have to testify again, I'm  
15 willing to do that, but, like, my testimony I would  
16 like it to be anonymous until it doesn't -- until it  
17 can't be in the future, if that makes sense.

18 Just because there's -- I mean, it's --  
19 everyone is still kind of tied to everyone, and I just  
20 don't want there to be drama in my personal life  
21 because of reaching out, you know, and actually sharing  
22 about issues that I faced. But also, like, I don't  
23 know, say, for example, you find fraudulent behavior or  
24 misconduct -- I mean, obviously, I've shared things  
25 that show red flags to both of you.

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1                   Like, I'm not really sure what the next  
2 processes would be. Would it be fining the company?

3                   Would it be shutting down the company? Like, I'm not  
4 really sure what authority I guess that the Tennessee  
5 Bureau of Investigation has.

6                   Q.                   So we are --

7                   A.                   -- or attorney general's office.

8                   Q.                   I was going to say we're with the  
9 Tennessee Attorney General's office in the Consumer  
10 Protection Division. We're using this specific tool  
11 under the Consumer Protection Statute which is what  
12 the request for information came from. All the  
13 information that we gather pursuant to that is  
14 confidential.

15                   However, if we end up filing an enforcement  
16 action against the company and there's a lot of  
17 different things that we can ask the Court to do if we  
18 were to do that, that is when most of this information  
19 would become public, because we would have to plead  
20 what the company was doing wrong.

21                   A.                   All right.

22                   Q.                   And so if we need to essentially support  
23 the information in our pleadings, that's when we  
24 would actually have to call people as a witness in  
25 court. Some -- depending on the situation, not

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1 everything will actually go into trial. But if  
2 we -- for example, if we only got information from  
3 one of our witnesses during our investigation, it's  
4 going to be almost impossible for us to avoid then  
5 disclosing that witness because we know that we  
6 would have to use the testimony they gave us at  
7 trial. And so that's kind of where we would have to  
8 disclose certain information about our  
9 investigation.

10 A. Yeah, uh-huh.

11 MR. KEEN: But we're not at that point  
12 yet.

13 THE WITNESS: Which I'm perfectly fine  
14 with. I just don't want -- because, like, I already  
15 have been contacted by other people that you've spoken  
16 with that knew that you-all had talked to me and, like,  
17 that I was still thinking and they knew that I was  
18 still thinking.

19 So it makes me feel like that  
20 information was shared with other witnesses that you  
21 reached out to me and that I was still thinking whether  
22 or not I wanted to testify. So, like, if it is  
23 anonymous, then, like, no one should know I've had this  
24 conversation with you, you know. But I have a feeling  
25 that someone was going to call me and say, hey, I heard

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1 you talked to the -- you know, the Tennessee whichever  
2 office you're with -- Attorney Generals' office on  
3 Saturday. Because they knew before I agreed that I had  
4 spoken and that I hadn't decided whether I wanted to or  
5 not.

6 MR. KEEN: It's anonymous and it's  
7 confidential only to -- our interaction is confidential  
8 only to the extent we want it to be. That privilege  
9 only extends to us. So if we talk to a witness and  
10 that witness says, "Hey, you need to talk to Sarah  
11 Dorismar," and I tell that witness, "Well, I did try to  
12 talk to Sarah Dorismar and she's not calling me back.  
13 Maybe you can help me convince Sarah Dorismar to talk  
14 to me." Then that's a perfectly legitimate  
15 conversation to have with another witness.

16 THE WITNESS: Yeah, okay.

17 BY MS. DANIELS-HILL:

18 Q. I would also just say that we typically  
19 do not want to disclose information in our  
20 investigation. The only time we're doing it is for  
21 the purposes of determining whether there's been a  
22 violation of the statute by the company. And so  
23 it's not just that it's like a privilege that only  
24 we get to hold. It's more that to the extent that  
25 we share information, it is for the purpose of

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1 furthering our investigation.

2 MR. KEEN: It's for a good reason,  
3 right.

4 THE WITNESS: Oh, yeah, yeah.

5 MR. KEEN: In our discretion. That's  
6 what it is.

7 THE WITNESS: I get it. It's just I  
8 know when I talked to you on the phone that I asked you  
9 who gave you my name because you told me that someone  
10 mentioned me and that I had left the company. And I  
11 asked you who, and you said you weren't sure if she  
12 would like me to know that. Well, I'm -- me and one  
13 other person are the only two females that recently  
14 left the company that you could have talked to. So  
15 like just -- and interviewing or reaching out to people  
16 to interview, like, if you would have said "she," it  
17 would just been me or Shawna, to be blunt or honest.  
18 It's just me or Shawna that left the company at the  
19 same time pretty much.

20 So if that -- because everybody talks,  
21 and, if you haven't noticed, there's a lot of gossip  
22 that happens, that I just don't want any repercussions  
23 currently until I need to, like, because I could get  
24 phone calls from anybody at the company saying I know  
25 that you talked to them and this is what I was told

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1 that you said and why did you do this. You know, I --  
2 you know, I just don't want --

3 MR. KEEN: If anyone asks you why you  
4 talked to us, you say it's because I legally had to,  
5 and if I didn't, I would get in trouble. And that's  
6 the correct answer. Right. Whenever we -- it says  
7 request for information, but it's not really a request.  
8 I think that is just kind of what it says.

9 So -- and, you know, also we know that  
10 everyone talks. And, you know, to the extent we say  
11 something where we indicate that we know that everyone  
12 talks, it's probably for a reason, but, again, it's  
13 neither here nor there. Right. Like --

14 THE WITNESS: Right.

15 MR. KEEN: -- the point is we issued  
16 you a request for information. You had to talk to us.  
17 You had to tell us the truth under oath, and you did  
18 that. And so no one -- no one can blame you for that,  
19 you know, but it does sort of -- it makes me wonder --  
20 so like when is the last time -- it sounds like you  
21 still talk to Sarah Kirkland a lot then; right? So  
22 when is the last time you talked to her?

23 THE WITNESS: No. So the last time  
24 was when she reached out to me -- well, she did reach  
25 out to me because she heard through the grapevine that

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1 Shawna reached out to me after she quit. And she asked  
2 me what Shawna talked to me about. And I just shared  
3 with her that she asked to go to lunch and that she  
4 vented her frustrations and reasons as to why she left  
5 the company, and that she -- you know, she was like we  
6 didn't really get a chance to really get to know each  
7 other because of how separated they wanted the  
8 departments to be, but she would like to go to lunch  
9 with me sometime. And so that's what I told Sarah K.  
10 she said.

11 It was just kind of weird to me that  
12 she even thought that it was okay to even reach out to  
13 me to ask me why someone -- that neither one of us were  
14 at the company at that time that she reached out to  
15 even ask me or to confront or ask that she heard that  
16 Shawna reached out to me and what the conversation was  
17 about. But -- and, then again, she reached out when  
18 she had brought up the point that she didn't know that  
19 the 90 list was cancels. She thought they were  
20 refusals, and I told her that she did know they were  
21 cancels. That's the last time I spoke to her. To my  
22 knowledge, that was the last time.

23 But I do speak to people that still  
24 work there because, you know, I worked there for almost  
25 two years. I speak to Sam quite often, but not usually

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1 about work, other than just she had a rough day at work  
2 or a good day at work. But just mostly just friend  
3 things.

4 MR. KEEN: What about Lakea? Do you  
5 talk to her still?

6 THE WITNESS: Not really, no.

7 MR. KEEN: Have you heard anything  
8 about there being a lot of lawsuits filed against Solar  
9 Titan?

10 THE WITNESS: Uh-huh. (Witness moves  
11 head up and down.) I have heard that.

12 MR. KEEN: What have you heard about  
13 that?

14 THE WITNESS: What have I heard?

15 MR. KEEN: Yeah.

16 THE WITNESS: Well, obviously, this  
17 investigation I've heard. You know, you've reached out  
18 to me about that. I do know that -- I believe -- I  
19 don't know -- I've heard that there is an investigation  
20 happening in Kentucky as well, the attorney general in  
21 Kentucky. I don't know if it's true or not, but I  
22 heard that. And then just customers filing lawsuits,  
23 but that happened all the time.

24 But, like, specifics about which ones  
25 and things like that, that wasn't ever shared to me,

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1 unless it was just, like, gossip and things that wasn't  
2 validated that I don't really need to be making a  
3 comment on because I don't know if it's true.

4 MS. DANIELS-HILL: Did you have any  
5 other questions?

6 MR. KEEN: No.

7 BY MS. DANIELS-HILL:

8 Q. I think those are the only questions  
9 that we have. I did want to take the time to thank  
10 you for taking so much time on a Saturday to talk to  
11 us.

12 A. Uh-huh.

13 Q. And sorry that we had to do it on a  
14 Saturday. We were trying to avoid any work schedule  
15 conflicts --

16 A. No, no, no, no problem.

17 Q. -- and did not want to schedule it in  
18 the evening. I still realize this is Saturday. So  
19 we appreciate you talking to us.

20 A. Uh-huh.

21 MS. DANIELS-HILL: I guess those are  
22 the only things I wanted to say. I did want to say --  
23 or explain some more off the record. So, Sam, do you  
24 mind ending the recording here.

25 (End of video recording.)

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**TRANSCRIPTION CERTIFICATE**

2 I, Christina A. Meza, hereby certify  
3 that I have transcribed the foregoing video recording  
4 of proceedings to the best of my ability.

5 I FURTHER CERTIFY that I am not  
6 related to any of the persons involved in this matter  
7 and have no interest, financial or otherwise, in the  
8 outcome or events of this proceeding.

12 | 

A circular notary seal with a double-line dotted border. The outer ring contains the text "CHRISTINA A. MEZA" at the top and "NOTARY PUBLIC" at the bottom. The inner circle contains "STATE OF TENNESSEE" in the center, with "WILLIAMSON COUNTY" written along the bottom edge.

**CHRISTINA A. MEZA**

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